

Nursing update



Listening to patients' voices key to our success

As nurses, we want to ensure that our voices are being heard as we strive to improve the safety and quality of the care we provide to our patients.

But if we are to improve patient experience, it's imperative that we listen to voices of patients and families.

We have been making a concentrated effort to listen to patients more, asking each patient "What matters most to you?"

We've also tracking their feedback to see what's working well and what's not. Here are a few examples of what we have been hearing:

What was outstanding?

- "Nurses good, friendly, talked and **listened to me. Kept me informed.**"
- "The **explanation** I got from the nurses and doctors."

What could be improved?

- "When I checked out they gave me a packet, they didn't **go over it with me**. I didn't realize until I got home that they had changed doses and times on my medications."

"**Communication**, I did not feel like I had a clear understanding as to what was going on."

One of the best ways to consistently ensure that the patients' and families' voices are being heard is bedside shift report, which is an expectation at Via Christi.

"Involving the patient and family in bedside shift report ensures that we are providing compassionate, personalized care," says Carla Yost, system chief nursing officer. "When patients and families experience inconsistencies with our processes, they become anxious, feel uncertain and trust and credibility may be lost."

The following leaders are accomplishing 100 percent bedside shift report:

- SF – 6SW & 7SW, Adrienne King
- SF – 7SE, Lorinda Grinstead
- SF – MICU, Jenifer Phelps
- SJ – 5W, Staci McDorman
- SF – 4SE, Titus Degraaf
- VCHP – ICU & ARU, Cheryl Craig
- VCHM – MICU, Melanie Hastert

To ensure that we all are consistently upholding our promise to patients, each unit will be tracking and reporting their compliance with bedside shift reporting at the daily safety huddle.

Says Yost: "Quality and patient experience are everyone's responsibility – every day, no matter your role!"